

## CAREER SUMMARY

A versatile, reliable and innovative entrepreneur for 5 years and an employee with six years of both private and public sector industry experience, specific to the employment of individuals with disabilities. Detail-oriented, proven initiator and team-builder with strong perseverance and effective organizational and communication skills.

## PROFESSIONAL EXPERIENCE

**PAULINE VICTORIA, LLC – Hilo, HI**

2009-present

**Founder, CEO – Inspirational Thought Leader, Speaker, Author**

To spread an inspiring global message of hope and possibility utilizing various platforms such as live events, small group talks, video, books, website and various social media outlets.

- Innovatively create original content and online campaigns that communicate a central message of hope and possibility
- Published #1 Best-Selling Author on Amazon for “Fight for Your Dreams: The Power of Never Giving Up”
- Develop and implement comprehensive marketing strategies that ensure increased visibility and customer base growth through online marketing channels
- Engage with a global online audience through blogs, Internet-based TV shows, YouTube and Facebook
- Market and promote recognition of the Pauline Victoria, LLC brand and promotions in order to attract traffic to the company website
- Tailor message to fit and positively impact the audience
- Strategically network and seek out new and cooperative partnerships for co-marketing opportunities
- Coordinate schedule, travel arrangements and billing to fulfill live speaking engagements

**CITY OF SUNNYVALE - Sunnyvale, CA**

2003-2006

**Disability Program Navigator - NOVA/CONNECT! Center**

2003 – 2006

Served as a resource and facilitator to the workforce investment system and persons with disabilities on the complex provisions that affect the employment of people with disabilities, such as Social Security Administration benefits, Ticket-to-Work, work incentive programs, legal resources, workplace accommodations, one-stop programs and services, other training and employment services and resources.

- Worked with customers on a one-on-one basis to assess their needs and make appropriate suggestions and referrals to reach their employment goal
- Increased outreach efforts which resulted in more individuals with disabilities utilizing the one-stop career center
- More effectively served individuals with disabilities, implemented processes and structure through the creation of written instructions on how to access the CONNECT! Center, created an accommodation process and produced referral grids
- Increased staff awareness on the needs of individuals with disabilities through the coordination of onsite trainings and the creation of an internal newsletter
- Constantly kept current with various provisions affecting the employment of individuals with disabilities
- Increased collaboration with outside community-based organizations and the employer community by participating in external committees such as the Bay Area Coalition Of Employment Development, Professional and Technical Diversity Network, Silicon Valley Industry Liaison Group, Business Advisory Committees
- Increased the services to individuals with disabilities by negotiating a co-location of the Benefits Planning Assistance and Outreach (BPAO) representative in the one-stop career center
- Recruited new partner organizations that bridge the services for people with developmental disabilities
- Conducted employer training on disability issues (interviewing techniques, workplace accommodations, etc.)

**Drop-in Career Advisor - NOVA/CONNECT! Center**

2003

Assessed the needs of jobseekers and made appropriate recommendations to help them progress in their job search.

- Counseled clients on job search and directed them to appropriate services to meet individual needs
- Utilized the case management system to track case notes and maintain seamless service for the clients
- Kept current on internal services, resources and events relevant to jobseekers

**Intern - NOVA/CONNECT! Center**

2003

Gained experience regarding client services and business services.

- Acted as a drop-in career advisor
- Assisted the Business Services staff by cleaning up their employer database to make it more current and accurate

**VENTRO CORPORATION/CHEMDEX – Mountain View, CA**

2000-2001

**Production Analyst – Production Services Organization**

Managed the creation and maintenance of several multi-million dollar companies' build-out information. After analyzing and assessing clients' system and business processes in procurement workflow, designed, developed, integrated and deployed the most proficient customized b2b commerce solution.

- Developed a weekly report to track update and maintenance changes which improved response time by 50% and accuracy of work orders
- Established a standard operating procedures customized to specialized accounts significantly decreasing work hours for the Professional Services Organization and setting reachable expectations for the customer
- Reduced discrepancies which protected the credibility of the Production Services Organization by developing a Quality Assurance checklist

**GARTNER, INC. / DATAQUEST – San Jose, CA**

1997-2000

**Business Analyst – Cross Technology**

1999-2000

- Established and maintained an optimal working relationship with approximately 30 accounts of premium clients by proactively and responsively providing market research data and solutions in a timely fashion to help each client accomplish their business goals and objectives

**Direct Products Consultant – Inside Sales**

1998-1999

- Managed and maintained documentation for a sales territory of 11 states and 8 named accounts selling and marketing Gartner/Dataquest products via telephone, resulting in exceeding the quota by 160% and raising the outbound call volume to 80 calls per day

**Client Communication Coordinator – Client Communication**

1998

- Assessed callers' needs and provided accurate information and call routing between clients and Gartner associates on a national and international level by maintaining and relaying the most current departmental information (new hires, terminations, structure changes)

**Field Interviewer – Market Research**

1997-1998

- Gathered data by successfully administering and completing surveys with various companies with concise writing and mirroring techniques of interviewee.

**COMPUTER SKILLS**

- |                    |               |                         |
|--------------------|---------------|-------------------------|
| • PC and Macintosh | • Power Point | • Dragon                |
| • Windows XP       | • Internet    | • NaturallySpeaking 8.0 |
| • CISRS            | • Outlook     | • Goldmine              |
| • Word             | • Lotus Email |                         |
| • Excel            |               |                         |

**VOLUNTEER POSITIONS**

<b>ALOHA INDEPENDENT LIVING HAWAII - Hilo, HI</b>	2013-present
<b>MAYOR'S COMMITTEE ON PEOPLE WITH DISABILITIES – Hilo, HI</b>	2011-present
<b>FULL LIFE BOARD OF DIRECTORS – Hilo, HI</b>	2011-present

#### **EDUCATION AND PROFESSIONAL DEVELOPMENT**

<b>NOVA – Sunnyvale, CA</b> Professional Effectiveness Program, Communication	2004
<b>SAN DIEGO STATE UNIVERSITY - Distance-learning</b> Certificate, Workplace Accommodations Specialist Program	2003
<b>SANTA CLARA UNIVERSITY – Santa Clara, CA</b> Bachelor of Arts, Communication	1997